MITEL

5560 IPT

User Guide

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User Guide
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ABOUT YOUR 5560 IPT

The Mitel 5560 IPT® is a full-feature, dual port, enterprise-class financial trading device that provides voice communication over an IP network. Engineered specifically for the high call volumes of trading environments, the 5560 IPT features:

- two large graphics displays (160 x 320) with self-labeling keys
- optional simultaneous access to two active calls

The 5560 IPT offers 190 programmable multi-function keys for one-touch feature access. It also provides ten fixed feature keys for convenient access to features such as Conferencing, push-to-talk microphone, customizable user settings, and navigational keys to access various screens and application layers.

The 5560 IPT supports Mitel Call Control (MiNet) protocol. It also supports Hot Desking and Resiliency, and can be used as a Teleworker phone.
Note: Line Interface Module and Conference Unit are not supported.

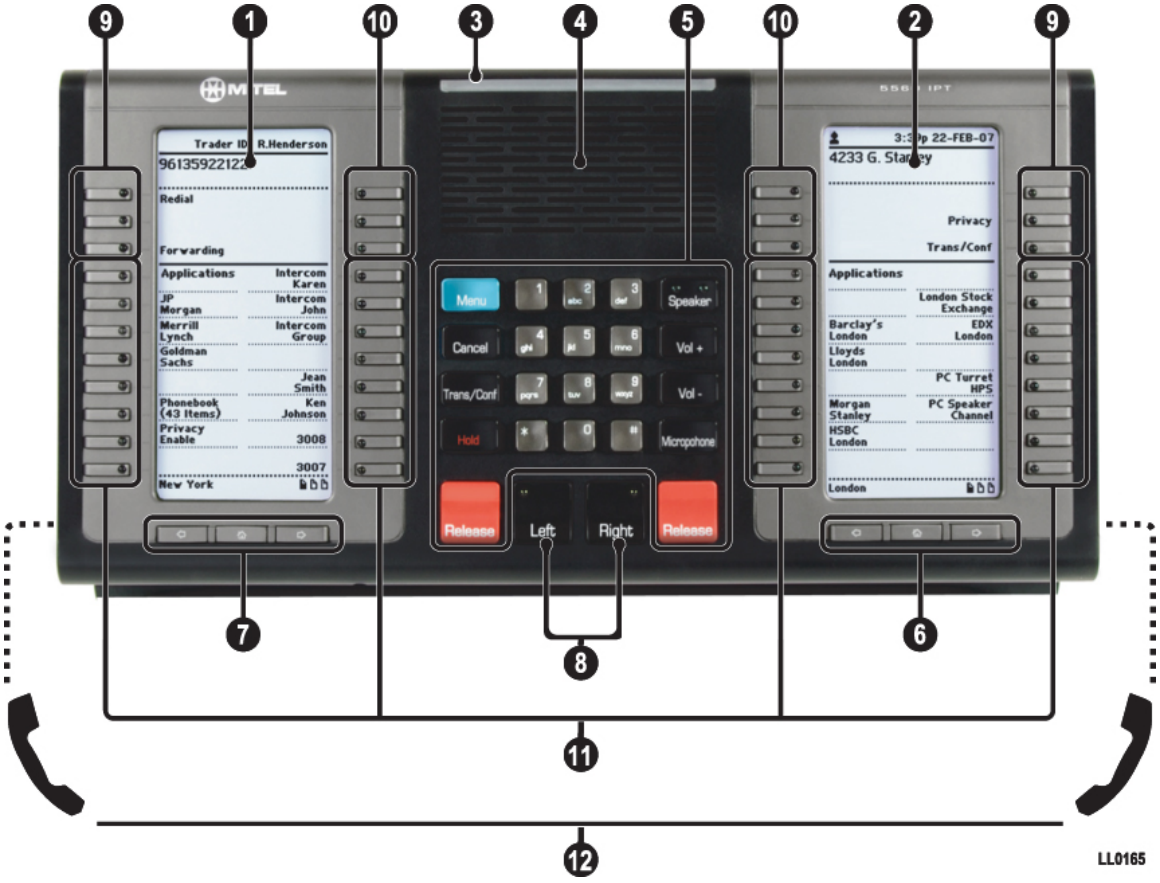

Figure 1. The 5560 IPT

Elements of Your 5560 IPT

Feature	Function
1) Left Side and 2) Right Side Displays	Provides two large, high-resolution viewing areas that assist you in selecting and using 5560 IPT features.
3) Ring/Message Indicator	Flashes to signal an incoming call or to indicate a message waiting in your voice mailbox.
4) Handsfree Speaker	Provides audio for Handsfree calls and paging.
5) Fixed Function Keys and Common Keypad	Common and fixed-function keys provide the following 5560 IPT functions, and audio control capability for both Left and Right displays: Speaker: enables and disables Handsfree mode. See Handsfree Operation on page 31 for more information. Menu: provides access to menus for your 5560 IPT's additional features. Trans/Conf: initiates a call transfer or establishes a three-party conference call. Hold: places the current call for the corresponding handset (left or right) on hold. Release (two keys, one for each handset): when pressed during a call, ends the call (for the corresponding left or right handset). Microphone either toggles the microphone ON and OFF (when pressed and immediately released), or allows push-to-talk microphone use (when pressed and held). Illuminated LED indicates microphone ON state for the selected call. Vol + and Vol - provide volume control for the handset and handsfree speakers. Keypad: use to dial or enter numbers on the active display. Cancel: use to end a call.
6) Navigation Page Keys for the Right Side and 7) Navigation Page Keys for the Left Side	Use to display additional pages of information. The 5560 IPT has three page navigation keys for each display: Back, Next, and Home. Pages 1, 3, 5, 7, 9, and 11 display on the left. Pages 2, 4, 6, 8, 10 and 12 display on the right. Press the Home key under either display to return to the Phone Application (Page Menu). Page Menu on Left Side displays 6 page labels on 6 (left) programmable keys. Page Menu on Right Side displays 6 page labels on 6 (left) programmable keys.
8) Left and Right Keys	**Left** and **Right**: Maintain control over the

Feature	Function
	common keys, which include **Speaker**, **Trans/Conf**, **Vol +**, **Vol -**, float keys, programmable keys, and the keypad.
9) Softkeys	On the Left and Right sides, the top three keys closest to the outside edges of the terminal are softkeys. Key labels are determined by ICP programming and can change depending on context.
10) Float Keys	On both Left and Right sides, the top three keys closest to the center of the terminal are Float keys. Up to six concurrent incoming calls appear on the shared Float keys with associated labels.
11) Programmable Feature Keys	Total of 190 self-labeling programmable keys (16 keys on each of twelve pages less two prime line keys on page 1.). These keys can be programmed as speed call keys, feature keys, applications, or line appearance keys, according to your communication needs. The two feature keys on the bottom right of page 1 of the Left display are always Prime Line keys.
12) Handsets	You can connect one or two handsets to the 5560 IPT. For more information about audio device connectivity, refer to the *5560 IPT Installation Guide*.

Ring/Message indicators

When indicator is…	it means that…
Flashing once rapidly	Your 5560 IPT is ringing
Flashing slowly	A message or callback message is waiting at your 5560 IPT
Off	Your 5560 IPT is idle, or you are on a call

TIPS FOR YOUR COMFORT AND SAFETY

Don't cradle the handset!

Prolonged use of the handset can lead to neck, shoulder, or back discomfort, especially if you cradle the handset between your ear and shoulder. If you use your 5560 IPT a lot, you may find it more comfortable to use a headset. See the headset usage section on page 30 for more information.

Protect your hearing

Your 5560 IPT has a control for adjusting the volume of the handset receiver or headset. Because continuous exposure to loud sounds can contribute to hearing loss, keep the volume at a moderate level.

Adjust the viewing angle

The stand built into your 5560 IPT tilts to give you a better view of the keys. Refer to Figure 2.

To tilt your 5560 IPT for better viewing:

1. With the front of the 5560 IPT facing away from you, locate the adjustment handles on either side of the terminal stand and push them away from you to loosen.
2. Tilt the stand to the desired position and then pull the ratchet handles toward you to tighten.

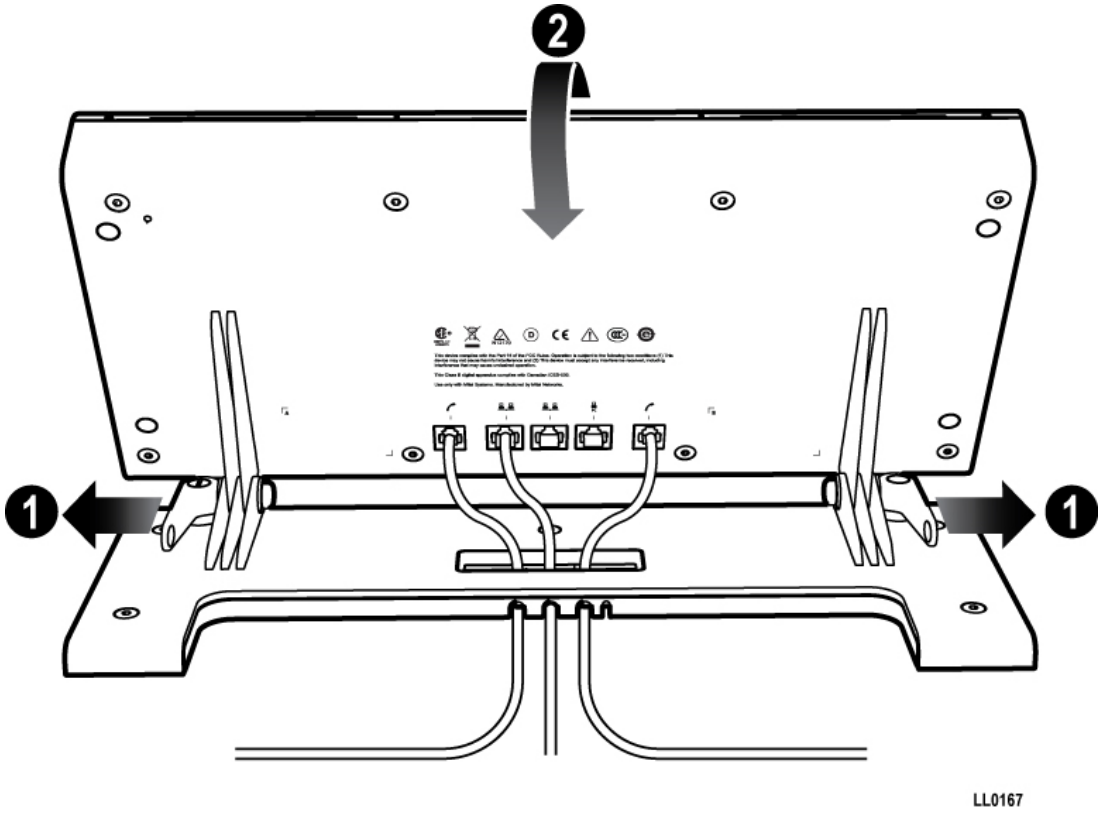

Figure 2. Adjusting the viewing angle

5560 IPT AUDIO PATHS

You can operate the 5560 IPT with a single handset/headset or with one handset/headset on each side. In the case of a single handset/headset, you must select the handset/headset port to use by pressing the **RIGHT** or **LEFT** key. For example, if your single handset is connected to the Left side, and you press the **LEFT** key, then audio is presented to your handset. If you press the **RIGHT** key in the same situation, then selecting a line key or feature key will not present audio to the left handset.

Tips for Using this Guide

- When this guide tells you to press one of the keys—for example, “Press Speaker”—it means press the Left or Right key to set the context to the left or right handset, as needed in your particular call situation. An exception to this rule is the “Release” key, one of which is located on each side. Simply press the Release key on the appropriate side.
- When this guide tells you to access a feature menu—for example, “Press the key you have programmed as People”—it means press the key that you have programmed as “People”, whether it is programmed on the Left side or the Right. All applications launch on the left-hand display, regardless of Left/Right context.

USING YOUR DEFAULT WINDOWS AND KEYS

The default 5560 IPT windows and keys are shown and described below. The default Phone window provides access to your programmed feature keys.

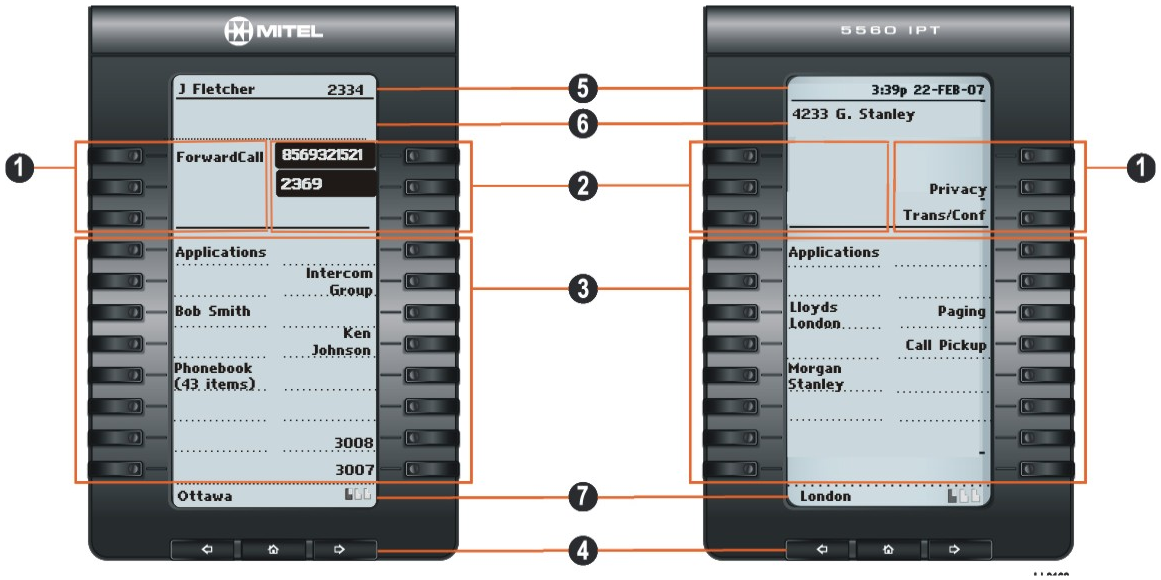

Figure 3. Default Display Windows

5560 IPT Default Window and Keys

Refer to Figure 3 above.

Feature	Function
1) Softkeys	Allow you to access the call control features that pertain to the feature you are currently using. These keys are non-programmable and are specific to the application or the state of the terminal. The 5560 IPT provides 6 softkeys, 3 on each side. Softkey prompts appearing in the display correspond to the relevant call, so you may see different contextual softkey prompts on each side at the same time.
2) Float Keys	Display the queue of ringing calls. Up to six concurrent incoming calls appear on float keys with associated labels. For more information see “Edit Float Key Behavior on page 20.
3) Programmable Keys	Launch specific call control features. Press the **Menu** key and select the *Settings* application to program these keys. The

Feature	Function
	5560 IPT provides 16 programmable keys per page on each display (a maximum of 190 programmable keys when prime line keys are taken into account). For instructions about programming the keys, see *Programming Features on Your Keys* on page 17 .
4) Page Navigation Keys	Display additional pages of information. The 5560 IPT has three page navigation keys for each display: Back, Next, and Home. Pages 1, 3, 5, 7, 9, and 11 are displayed on the left. Pages 2, 4, 6, 8,10 and 12 are displayed on the right. Press the Home key under either display to return to the Phone Application (Page Menu). Page Menu on Left Side displays 6 page labels on 6 (left) programmable keys. Page Menu on Right Side displays 6 page labels on 6 (left) programmable keys.
5) Status Line	The left side status line displays User Information. The right side status line displays time, date, and icons indicating feature states as follows: • **Message Waiting ( ) - Indicates new voice mail.** • **DND ( ) - Indicates DND (Do not disturb) mode.** • **Logged in as ( ) – Indicates that a hot desk user is logged in.**
6) Information Area	Provides prompts in most applications. Content changes based on the application/context.
7) Footer	Shows context and summary information based on information in the Programmable Keys area, such as page labels and quantity of items.

Getting Started with 5560 IPT

When you receive your 5560 IPT, you need to program features and applications. Pressing the Menu key provides a list of the applications you can use to customize your 5560 IPT. (See Figure 4, left display.)

Use the Settings application to program your personal settings like key programming, display brightness, and audio level. Use the People application to access/edit your contact list, or the Call Forwarding application to set up call forwarding profiles. For more information about the applications, see *Using Your 5560 IPT Applications* on page 10.

Programming of all keys (both left and right sides) is performed from the left side.

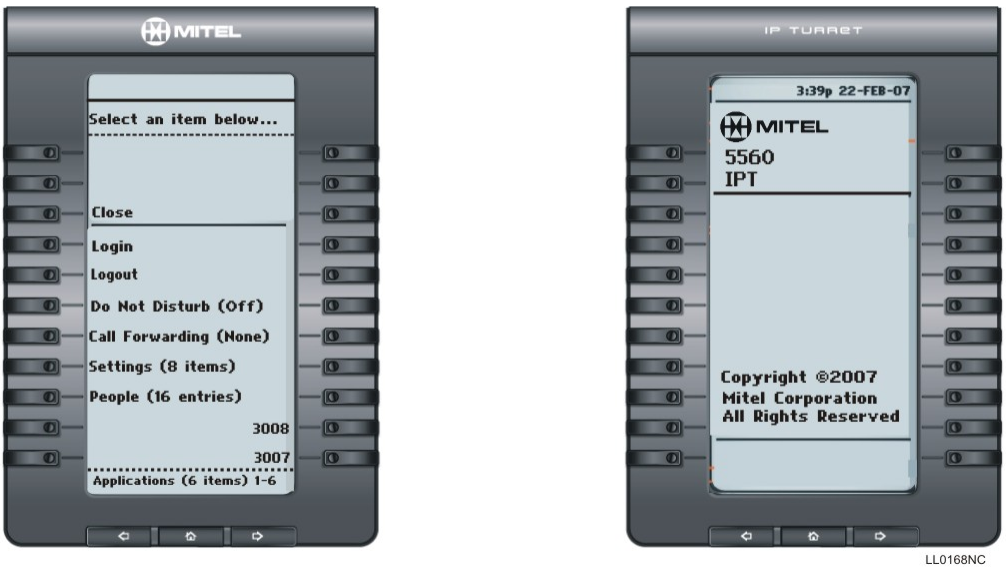

Figure 4. Menu Display Windows

For Users on Resilient 3300 ICP Systems

If during a call, you hear a beep repeated every 20 seconds it means that your 5560 IPT is switching to a secondary 3300 ICP system. After the call is cleared, the 5560 IPT switches over to the secondary ICP. There may be a change in operation of some keys and features. Normal operation resumes when your 5560 IPT switches back to the primary system. If your 5560 IPT is idle and switched to the secondary system, you'll see a flashing rectangle on the display. The rectangle remains until the switch to the primary system is complete.

If the 5560 IPT fails over to the secondary ICP, you have access to your mailbox on the secondary ICP only if a mailbox has been programmed for you by your Administrator.

Note: The mailbox on the secondary ICP will not contain the same messages as the mailboxes on the primary ICP. Any preferences that are voice mail-related are not carried from the primary ICP to the secondary ICP. These preferences must be set on both ICPs.

USING YOUR 5560 IPT APPLICATIONS

Your 5560 IPT provides applications that simplify use of your telephony device. The default **Phone** application is embedded in the 5560 IPT and provides a display of softkeys along with any keys you have programmed. This display also provides information like time and date, Calling Line ID, and Hot Desk indicators. The Phone application is automatically displayed when all other windows are closed. You can also invoke the Phone application by pressing either Home page navigation key. When Left Home Page navigation key is pressed, then Page Menu will be displayed on Left Side display, which displays 6 page labels on 6 (left) programmable keys. Similarly when Right Home Page navigation key is pressed, then Page Menu will be displayed on Right Side display, which displays 6 page labels on 6 (left) programmable keys.

To access all other applications, press the **Menu** fixed function key to open the Applications window on the left side of the terminal.

To open an application, press the key beside the application name:

- **Login/Logout**: Use these applications to log in and out as a Hot Desk user. See Hot Desking on page 41 for more information.
- **Do Not Disturb:** Use this application to enable/disable the Do Not Disturb feature. See Do Not Disturb on page 39 for more information.
- **Call Forwarding**: Use the Call Forwarding application to create Call Forward profiles that identify where to send your incoming calls. The Call Forwarding window displays a list of the Call Forwarding profiles you have created and indicates which one is active. See Using the Call Forwarding Application on page **Error! Bookmark not defined.** for more information about adding, editing, deleting, and activating Call Forwarding profiles.
- **Settings**: Use the Settings application to display and quickly change your current configuration settings and personal key programming. See *Using the Settings Application* on page 11 for more information.
- **People:** Use the People application to add, delete and edit contact names and numbers. You can also dial anyone on your contact list from the People application. The People window displays up to eight contacts per page, ordered alphabetically by last name. See *Using the People Application* on page 21 for more information.
- **Call History:** Use the Call History application to view All or Outgoing or Incoming calls or to delete Incoming or Outgoing or All calls history. You can also dial anyone on your call history list from the Call History application. The Call History window displays up to seven calls per page, ordered chronologically. See *Using the Call History Application* on page 22 for more information.
- **Move Keys:** Use the Move Keys application to Move (Cut &Paste) or to Swap Programmable keys. See *Using the Move keys Application* on page 24 for more information.

Using the Settings Application

Use the *Settings* application to access general configuration options and to program personal keys.

To access the *Settings* application:

1. Press the **Menu** fixed function key.
2. Press **Settings** to open the Settings window and display the following configurable options:
    - **Programmable Keys**: to assign features (like "Speed Call") and applications (like "People") to the programmable keys on your 5560 IPT (See page 18)
    - **User Information**: to specify your name and/or extension number (See page 12)
    - **Text Size**: to specify the font size (large or small). (See page 14)
    - **Call Notification**: to specify when the default Phone window should appear. (See page 14)
    - **Brightness and Contrast**: to adjust the display brightness and contrast of your 5560 IPT. (See page 14)
    - **Change User PIN:** to change your HotDesk PIN number. (See page 15.)
    - **Handset Configuration:** to configure the 5560 IPT handset. (See page 15.)
    - **Screen Saver**: to specify a specific time of inactivity on your 5560 IPT that triggers the screen saver to display. (See page 15)
    - **Audio Feedback**: to enable, disable, and adjust the volume of the audio feedback (error beeps). (See page 16.)
    - **About 5560 IPT**: to display information about the software release.

CUSTOMIZING YOUR 5560 IPT

Use the *Settings* application to customize your 5560 IPT.

Note: The System Administrator can invoke a Lock to Factory default option on a per-5560 IPT basis. When this is in effect, programmable keys are set by the system administrator and you cannot change them.

Specify User Information

To specify the number and name displayed on your 5560 IPT:

1. Press the Menu fixed function key.
2. Press Settings.
3. Press User Information.
4. Press Edit Name.
5. Do one of the following:
   - In the on-screen keyboard, press the appropriate letters to spell your name. (See *Using the Onscreen Keyboard* on page 13 for more information.)
   - Use the dial pad to enter name information. (See *Using the Dial pad* on page 13 for more information.)
6. Press **Save**.
7. Press Edit Number.
8. Do one of the following:
   - In the on-screen keyboard, press the appropriate numbers for your line. (See *Using the Onscreen Keyboard* on page 13 for more information.)
   - Use the dial pad to enter number. (See *Using the Dial pad* on page 13 for more information.)
9. Press **Save**.
10. Press **Save** again.

Note: Press **Cancel** at any time to exit this application without making any changes or press **Clear** to clear the entered name and number. Press **Close** to close the window and return to the default window.

Note: The name and/or number information that you program appears at the top of the left display.

Using the Onscreen Keyboard

The onscreen keyboard is used to enter name and number information into 5560 IPT applications and features.

To type **Name** information when the onscreen keyboard appears:

- Press the “Next” page navigation key to see uppercase letters. Press the “Back” page navigation key to return to the lowercase selection.
- Repeatedly press the key next to the character you want to enter until that character is highlighted and then press **Insert**. If you make an error, use the ← control key and **Backspace** to make corrections.
- After you have entered all characters, press **Save**.

To type **Number** information when the onscreen keyboard appears:

- Press the key beside the digit you want to enter.
- When you have finished selecting digits, press **Save**.

Using the Dial pad to Enter Information

You can use the standard dial pad keys 0-9, *, and #, to enter a name. The following table illustrates the characters you can enter by pressing a key consecutively. For example, to enter the letter “e”, press the ‘3’ key twice.

Key	Characters								
1	1								
2	a	b	c	A	B	C	2		
3	d	e	f	D	E	F	3		
4	g	h	i	G	H	I	4		
5	j	k	l	J	K	L	5		
6	m	n	o	M	N	O	6		
7	p	q	r	s	P	Q	R	S	7
8	t	u	v	T	U	V	8		
9	w	x	y	z	W	X	Y	Z	9
0	0								
*	*								
#	#								

Characters are automatically inserted after a one-second delay. If you make an error, use the ← control key and **Backspace** to make corrections.

Note: When a text entry window is open, you cannot use the dial pad for dialing.

Specify Text Size

To specify the text size that displays on the 5560 IPT:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Text Size**.
4. Select **Large Text** or **Small Text**.
5. Press **Save**.

Note: In some instances, using Large Text size may result in truncated key labels. To restore proper key labeling, switch back to the default Small Text setting.

Specify Call Notification Behavior

To specify that the default Phone application automatically displays when you are making or receiving calls:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Call Notification**.
4. Press the appropriate option to identify when you want the default Phone window to display:

Select this option…	To make the Phone window open when…
Made	you begin an outgoing call
To my prime line	you receive an incoming call on your prime line
To my other lines	you receive an incoming call on any line other than your prime line

5. Press **Save**.

Note: Press the **Cancel** softkey at any time to exit this application without making any changes.

Specify Display Brightness and Contrast

You can adjust the brightness and contrast for both displays using the *Settings* application.

To adjust the display brightness and contrast:

1. Press the **Menu** fixed function key.
2. Press **Settings**.

3. Press **Brightness and Contrast**.
4. Press the **Brightness ±** and **Contrast ±** keys to adjust the brightness and contrast of your screen.
5. Press **Save**.

Note: Press **Cancel** at any time to exit this application without making any changes.

Change User PIN

Use this setting to change the PIN that you use during Hot Desk login.

To change User PIN:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Change User PIN**.
4. At the prompt, use the onscreen keyboard or the dial pad to enter your **old PIN**.
5. At the prompts, use the onscreen keyboard or the dial pad to enter and confirm your **new PIN**.
6. Press **Save**.

Handset Configuration

You can configure your handset to work in Push-to-Talk Mode or in Push-to-Mute mode.

To configure handset:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Handset Configuration**.
4. For Mitel-approved handsets (with pushbutton), select either option. For all other handsets, select **Push-to-Mute** (the default setting).

Enable a Screen Saver

You can program your screen saver to turn on after a specific time period of inactivity on your 5560 IPT. Performing this procedure on the left display sets the feature for both displays.

To enable a screen saver:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Screen Saver**.
4. Select the amount of inactivity time that will activate the backlight switch to dim.
5. Select the **Display image** checkbox if you want the default screen saver image to be displayed when the backlight dims. (If you do not press this checkbox, only backlight dimming occurs.)
6. Select a brightness level for the dimmed backlight by pressing **Brightness +** or **Brightness -**.
7. Press **Show Brightness** to temporarily demonstrate the selected brightness level.
8. Press **Save**.

Note: The default screen saver displays set type and a copyright notice.

Specify Audio Feedback Options

The error beep volume in the 5560 IPT is related to the volume of the speaker. You can set the beep volume using this procedure; however, adjusting the speaker volume also affects the beep volume.

To adjust the volume of the audio feedback:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Audio Feedback**.
4. Set the options using the appropriate actions described below:

Option	Action
Turn audio feedback off for errors	Press **Turn Off**.
Adjust audio level for error beeps	Press **Volume +** or **Volume –**
Test audio level for error beeps	Press **Play Error Tone**
Turn audio feedback on for errors	Press **Volume +**

5. Click **Save**.

Note: Press **Cancel** at any time to exit this application without making any changes.

PROGRAMING FEATURES ON YOUR KEYS

Tips for Programming Features

You can assign Features (like "Speed Call"), or Applications (like "People") to the programmable keys on your terminal. All key programming for both sides is performed on the left side. You can, however, press a key on either side to activate a feature for calls on either handset. You can also edit the default label and float behavior for each line key, and personalize them using the instructions on page 19.

Note: Only the System Administrator can program line select and line appearance keys. By default, the Prime lines are Key 1 and Key 3 (right-hand lowermost keys on Page 1 of the left display).

Features available for programming on programmable keys:

• Speed Call	• Message Waiting Indicator
• Private Speed Call	• Emergency Call
• Night Answer	• Tag Call
• Account Code Verified	• Privacy Release
• Account Code Non-Verified	• Swap
• Phonebook	• Release
• Speak@Ease	• Call Park
• Paging	• Call Park Retrieve
• Call Pickup	• Group Listen
• Callback	• Rec Call
• Campon	• Redial
• Override	• Message
• Direct Page	• Hold
• Single Flash	• Transfer/Conference
• Double Flash	• Cancel
• Meet Me Answer	• Group Park

Note: Superkey is not available on the 5560 IPT. Due to platform programming, the label may appear but the key has no functionality.

Applications available for programming on programmable keys

• Applications (list)
• People
• Call Forwarding
• Settings
• Call History

Program Feature Keys Using the Settings Application

To program a 5560 IPT feature key:

Press the **Menu** fixed function key.

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Programmable Keys**.
4. Press the key you want to program. (You can program a key from either display.)
5. If Applications are displayed, press the **View Features** softkey. (Conversely, if you want to program an application to this key, and features are displayed, press the **View Applications** softkey.).
6. Use the Page Navigation keys (→ and ←) to move through the features list.
7. Select the desired feature or function from the list. A default label is automatically assigned to the key.

Note: In the case of a Speed Call key, you are prompted program the label.

8. For most features, you can press **Save** now and you are finished with this procedure. If you are programming Speed Call or Message Waiting Indicator, do the following:
   - Press the **Edit Number** field.
   - Use the on-screen keyboard or the dial pad to enter the appropriate numbers that correspond to the prompt.
   - Press **Save**.
9. Press **Close** and then press **Close** again to return to the Phone window. The feature key you have programmed appears.

Note: If you want to personalize the key label, refer to *Edit Key Labels* on page 19.

To program a 5560 IPT Application:

1. Press the **Menu** fixed function key.
2. Press **Settings**.

3. Press **Programmable Keys**.
4. Press the key you want to program.
5. If Features are displayed, press the **View Applications** softkey.
6. Select the desired application.
7. Press **Save**. The key you selected is labeled with the name of the selected application.
8. Press **Close** and then press **Close** again to return to the Phone window. **Note**: Programmed application keys always launch their application in the left display window.

To program Speed Call:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Programmable Keys**.
4. Press the key you want to program. If you want to reprogram an existing key, select the key and press **Clear Key**.
5. Use the page navigation keys to find the Speed Call option and then press **Speed Call**.
6. Press **Edit Number** to enter number using onscreen keypad or dial pad and then press **Save**. Maximum length is 26 characters.
7. Press **Edit Label** to enter label info using onscreen keypad or dial pad, and then press **Save. Note**: If you do not perform this step, your Speed Call key will function but it will have a blank label.
8. Press **Save,** and then press **Save** again.
9. Press **Close**.

Note: To return to the Features or Applications list at any time, press the **Cancel** softkey.

Edit Key Labels

To change the labeling of a programmed feature key:

1. Press **Settings**.
2. Press **Programmable Keys**.
3. Select the key you want to edit.
4. Press **Edit Label**.
5. Press **Clear** to remove the existing label, if required.
6. Use the onscreen keyboard or the dial pad to enter the new label. Press the page navigation keys for uppercase letters and special symbols.

7. When label entry is complete, press **Save**.
8. Press **Close** to exit the Settings application.

Note: You cannot edit the labels for the two prime lines (the two right-hand lowermost keys on the left display).

Edit Float Key Behavior

If your administrator has programmed key system or DTS line keys for your phone, you can edit them to appear on "float" keys. The six float keys (see item 2 in Figure 3 on page 7) provide a "mirror" for selected programmed lines. For example, a line appearance for "1234" is programmed on page 1 and you have flagged it to "Float immediately". Your display is currently showing page 5, when an incoming call from "1234" is received. The first available float key presents a mirror of the call information so you can retrieve the call even though you can't see the actual ringing line. Answer the call by pressing the float key on the current page, or by navigating back to page 1 and pressing the programmed key.

To edit float key behavior:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Programmable Keys**.
4. Press the line key you want to edit.
5. Select a float option from the list. (Available options are: **Do Not Float**, **Float Immediately**, **Float after [5 – 60] seconds**.)
6. Press **Save**.
7. Press **Close** to exit the Settings application

Clear Programming from a Key

You may want to clear the programming from a key if you are no longer using it.

To clear the feature or application programming from a key:

1. Press the **Menu** fixed function key.
2. Press **Settings**.
3. Press **Programmable Keys**.
4. Press the key you want to clear.
5. Press **Clear Key**.
6. Press **Close** or reprogram the key with another feature/application.

Using the People Application

Use the People application to set up your contact list. The contact list can store up to 200 entries.

Setting Up Your Contact List

You can add a name to your contact list by entering it directly using the People application. Since a contact's phone number is mandatory and its name is optional, you are prompted to enter the number first.

To add a name to your contact list using the People application:

1. Press the **Menu** fixed function key.
2. Press **People**.
3. Press **New**.
4. Enter the number. You must explicitly include prefixes/area codes in your contact numbers.
5. Press **Save**. The First Name window appears.
6. Use the onscreen keyboard or the dial pad to enter the first name of your contact.
7. Press **Save**.
8. To enter a last name for your contact, press **Last Name** and use the onscreen keyboard or the dial pad to enter the last name.
9. Press **Save**.
10. Press **Close**.

Editing information in your contact list

1. Open the **People** application.
2. Press the name you want to edit.

Note: If you want to delete the name from your contact list, press **Delete**.

3. Press **Edit Name**.
4. Use the on-screen keyboard or the dial pad to update the appropriate information.
5. Press **Save**.
6. Press **Edit Number**.
7. Use the on-screen keyboard or the dial pad to update the appropriate information.
8. Press **Save** followed by **Close**.

Finding a contact in your Contact List

1. Open the **People** application.
2. Press the dial pad key corresponding to the first letter of the contact for which you are searching
   i.e. If searching for John Doe, you would press “5” for “J”. Subsequent presses of “5” will search for names beginning with “K”, “L” and “5” in order.
3. After each key press, the first entry corresponding to that letter (or number) will be displayed and selected.
4. If no entries with the first character corresponding to the pressed key exist in the contact list, then no action is taken.
5. Once the contact is found, it can either be used to initiate a call, or other actions such as edting the contact can be completed as notmal.
6. Once complete, the People application can be closed by pressing **Close.**

Using the Call History Application

Use the Call History application to view the incoming and outgoing call history.

Setting Up Call History List

You can view Incoming Calls or Outgoing Calls or All Calls History.

To view Outgoing Calls:

1. Press the **Menu** fixed function key.
2. Press **Call History**.
3. Press **Outgoing**.

To view Incoming Calls:

1. Press the **Menu** fixed function key.
2. Press **Call History**.
3. Press **Incoming**.

To view All Calls:

1. Press the **Menu** fixed function key.
2. Press **Call History**.
3. Press **All**.

To Delete List:

1. Press the **Menu** fixed function key.
2. Press **Call History**.
3. Press Delete List.

Delete List will delete Incoming Calls or Outgoing Calls or All Calls history depending upon the currently selected list.

User can view the call details of the particular call by pressing the left hand side key or user can call the number by pressing the right hand side key associated with the call log.

Using the Move Keys Application

After initiating the move/swap capability the user is presented with a page/key display which they can navigate through allowing them to view each of the keys on their device. From this view a user can select keys by pressing the corresponding button to the key. First selected key will be highlighted as white text on black background and second one with white text on grey background.

If user continues selecting more keys, after selecting a second key (destination key), then it is treated as a change of the destination key. The user interface shows this as the previous destination key becoming un-highlighted and the new destination shown highlighted. Only two keys, source and destination, can be highlighted at any time. Source and destination keys are highlighted differently to allow a user to identify which selection is source and which is destination.

If the user selects the source and destination key as the same key, this will cancel the selection. This will allow the user to correct an incorrect source key selection without cancelling the full action.

Restrictions and Alerts for performing Move and Swap

- If user selects none keys and “Move” or “Swap” is pressed, then an alert window will be displayed as “Select source and destination keys”.
- If user selects fewer than two keys and “Move” or “Swap” is pressed, then an alert window will be displayed as “Select a destination key”.
- If user selects prime line keys and “Move” or “Swap” is pressed, then an alert window will be displayed as “Prime line keys are not allowed in Move or Swap”.
- If user selects valid keys for Move or Swap but if one of the selected key is a Line Key and in use, then an alert window will be displayed as “Line in use”.
- If user selects valid keys for Move or Swap but if Switch doesn’t respond, then an alert window will be displayed as “Move/Swap keys operation timed out, please try again”.
- User will not be able to overwrite a line key (Key System DN or Single Line DN) using Move operation. In this case an alert window will be displayed as “Line key cannot be selected as destination for Move.”
- The user **is not** prompted to confirm overwriting a non-blank key. This is because overwriting a programmed Key System or Single Line is already restricted, and anything else a user could overwrite could be re-programmed by the user via functionality provided on the set.
- If the user selects the source and destination key as the same key, this will cancel the selection. User will again have to select the source key followed by destination key. This will allow the user to correct an incorrect source key selection without cancelling the full action.

When a user acknowledges an Alert popup message, they are returned to the key selection screen/window.

To Move Keys:

1. Press the **Menu** fixed function key.
2. Press **Move Keys**.
3. Select two appropriate keys out of 190 programmable keys.
4. Press **Move**.

To Swap Keys:

1. Press the **Menu** fixed function key.
2. Press **Move Keys**.
3. Select two appropriate keys out of 190 programmable keys.
4. Press **Swap**.

Using the Call Forwarding Application

The Call Forwarding application lets you set up profiles to redirect incoming calls to an alternate number when your 5560 IPT is busy, when you're not answering, or all the time.

Program Call Forward Profiles

You can create multiple Call Forwarding profiles that identify where to send your incoming calls. After you create and save a profile in the Call Forwarding application, you can enable, disable or activate it at any time.

Notes:

- Only one call profile can be active at a time.
- The currently active profile is shown with option button selected.
- The default profile appears when the Call Forwarding set-up does not match any of your profiles.
- The None profile is a default profile provided by the system. It has no numbers programmed and is used to turn off Call Forwarding.

To create a Call Forward profile:

1. Press the **Menu** fixed function key.
2. Press **Call Forwarding**.
3. Press **New Profile**.
4. Press **Edit Profile Name**.
5. Use the on-screen keyboard or dial pad to enter the profile name and press **Save**. Create a profile name that indicates the destination to which your calls will be forwarded.
6. Select one of the following Call Forward categories:
    - **Always**: forwards all incoming calls
    - **Busy Internal**: forwards internal calls if your line is busy
    - **Busy External:** forwards external calls if your line is busy
    - **No Answer Int:** forwards internal calls after several rings if you don't answer
    - **No Answer Ext**: forwards external calls after several rings if you don't answer

Note: You can select one or more settings but the Always setting takes priority over all other settings.

7. For each of the Call Forward categories:

- Press **Edit Number** to display the on-screen keyboard.
- In the on-screen keyboard, enter the appropriate number.
- Press **Save**.
- Press **Enable** if necessary.

8. Press **Save**. The edit window closes. This profile is saved but it is not activated. To activate this profile, see *Activate Call Forward*.

Note: Press **Cancel** at any time to exit this application without making any changes.

Activate Call Forwarding Profile

To turn on a Call Forwarding profile after it has been programmed:

1. Press the **Menu** fixed function key.
2. Press **Call Forwarding**.
3. Press the appropriate Profile setting.
4. Press **Activate**.

Cancel Call Forwarding Profile

To cancel a Call Forwarding profile:

1. Press the **Menu** fixed function key.
2. Press **Call Forwarding**.
3. Press **None**.
4. Press **Activate**.

Editing the Default Profile

You can edit the Default profile and change settings but you must save the new profile with a name other than “Default”.

MAKING AND ANSWERING CALLS

You can make a call using one of the following methods:

- Dial the number using the keypad.
- Press a key that is programmed as a **Private Line** key.
- Press a key you have programmed as a **Speed Call** key.
- Dial a number from the **People** application
- Use **Phone Book** (see *Phone Book* on page 29).

TIP: The light on the **Left**/**Right** keys indicates which handset (or headset) is active. If the handset you want to use is active, you do not need to select it before dialing.

Dial from a Private Line Key

To make a call from a Private Line Key:

Press any key that is programmed as a Private Line. You are automatically connected to the number of the party who is programmed on that key.

Note: Only your System Administrator can program Private Lines.

Dial from a Speed Call Key

(Optional) Press a Dial Tone line key.

Press a key you have programmed as a Speed Call associated with the party you want to call.

Dial from the People Application

To dial a contact from your People list:

1. Open the People application by pressing **Menu**, and then **People**.
2. Use the navigation keys to page through the contact list and select the name or Search using the procedure described on page 22
3. Dial the contact using one of the following methods:
   - Select a contact name and press **Dial**.

- Press the key to the right of the contact's dial icon in the main list. (The contact name does not need to be selected.)

TIP: The light on the **Left**/**Right** keys indicates which handset (or headset) is active. If the handset you want to use is active, you do not need to select it before dialing.

Dial from the Keypad

1. Press **Left** or **Right** to select the handset (or headset) you want to use for the call.
2. Dial the number on the keypad.

Phone Book

To use Phone Book:

1. Press **Phone Book**.
2. Enter the name of the desired party, as follows:
3. For each letter in the name, press the appropriate key on the dial pad until the letter is shown in the display. For example, if the letter C is required, press the digit 2 three times. Use the <— softkey to correct errors.
4. Press the **—>** softkey to enter the next letter.
5. If required, press the **—>** softkey to add a space between the first and last name.
6. Press **Lookup**.
7. If no match exists, edit the original entry.
8. If more than one match is found, press the **Next** softkey to find your selection.
9. Do one of the following:
   - To make the call, press **Call**.
   - To edit the entry, press **Backup**.
   - To exit, press **Release** or **Cancel**.

TIP: The light on the Left/Right key indicates which handset is active. If the handset you want to use is already active, you do not need to select it.

Answer a call

1. Select the line key or float key for the ringing line that is flashing. Calling Line ID information is displayed, if available.
2. Do one of the following:
   - Use the handset/headset associated with the display that received the call

- Use the speaker/microphone

To answer using speaker/microphone:

1. Select the ringing line or float key line.
2. Press **Speaker**, and then do one of the following:
   - Press and immediately release **Microphone** to turn the microphone on continuously
   - Press and hold **Microphone** to use the push-to-talk microphone feature

Note: The microphone is muted by default. The push-to-talk microphone feature allows you to answer and make calls in intercom fashion, that is, by holding down the microphone button when you want to speak, and releasing it when you are finished speaking. An LED indicator in the Microphone key illuminates when the microphone is in the ON state.

End a call

To end a call and free the line, press the **Release** button on the side that received the call.

Switch between two active calls

1. Press **Left** or **Right** accordingly. After switching from Left to Right, the caller on the Left is maintained but cannot hear your conversation with the caller on the Right.
2. If the call being switched to is in Handsfree mode, switch to it by pressing **Left** or **Right** (to associate the Microphone key to the correct call), then **Microphone** to enable microphone if necessary. See *Handsfree Operation* on page 31.

Redial

To redial the last number that you manually dialed:

- Press the key you have programmed as **Redial**.

Redial - Saved Number

To save the last number that you manually dialed:

1. Press **Left** or **Right** to select the handset/headset you want to use.
2. Dial the appropriate feature access code.

To redial a saved number:

1. Press **Left** or **Right** to select the handset/headset you want to use .
2. Dial the appropriate feature access code.

Note: The left and right sides of the terminal have separate redial memories. For example, if you dial a number using the right handset and then switch to the left handset, you cannot save the right-dialed number on the left handset.

Handsfree Operation

The **Speaker** fixed function key turns Handsfree on and off. You can have one active call on the speaker at one time. You can also have an active handset or headset call on the other audio path simultaneously.

To use Handsfree to make a call:

1. Press **Left** or **Right** to select the handset you want to use.
2. Press your Prime Line key or any Line Appearance key.
   Note that your administrator must program Line Appearances.
3. Dial the number.
4. Press **Speaker**.
5. To speak when the called party answers, do one of the following:
   - Press and immediately release **Microphone** to turn the microphone on continuously
   - Press and hold **Microphone** to use the push-to-talk Microphone feature.
6. To switch between two active calls, see *Switch between two active calls* on page 30.

To use Handsfree operation to answer calls:

1. Press **Left** or **Right** to select the handset you want to use.
2. Press the flashing line key or float key.
3. Press **Speaker**.
4. Do one of the following:
   - Press and immediately release **Microphone** to turn the microphone on continuously
   - Press and hold **Microphone** to use the push-to-talk Microphone feature
5. Begin speaking.

To hang up while using Handsfree operation:

- Press the **Release** key that is associated with the display that had the call (left or right).

Handsfree Operation Examples

Scenario	Pressing the Left button makes …		Pressing the Right button makes …	
	Speaker	Microphone	Speaker	Microphone
Single handsfree call on the LEFT side. (LED on left side of Speaker button is ON.)	Active for handsfree call.	Active for handsfree call. (LED on Left button is ON. LED on Mic button is ON when un-muted.)	Remains active for the handsfree call on the Left side.	Inactive for the handsfree call on the Left side.
Two handsfree calls – one on the Left and one on the Right. (LEDs on both sides of Speaker button are ON.)	Active for the Left call.	Active for the Left call. (LED on Left button is ON. LED on Mic button is ON when un-muted.)	Active for the Right call.	Active for the Right call. (LED on Right button is ON. LED on Mic button is ON when un-muted.)
	Note: When the Left key is pressed, speaker and microphone are inactive for the Right side.		**Note**: When the Right key is pressed, speaker and microphone are inactive for the Left side.	
A **handset** call on the Left side and a **handsfree** call on the Right side. (LED on right side of Speaker button is ON.)	Remains active for the handsfree call on the right side.	Inactive for the handsfree call.	Active for the handsfree call.	Active for the Right call. (LED on Right button is ON. LED on Mic button is ON when un-muted.)

Notes:

In this scenario, pressing the Left/Right buttons has no effect on the handset call – it remains active. Use the handset pushbutton to control mute/un-mute for the handset call.

In this scenario, the speaker is always active. This means that you (and possibly your handset caller) can overhear anything said by your handsfree caller. Use the Microphone key to mute/un-mute the microphone for the handsfree call..

CALL HANDLING

Hold

To place a call on Hold:

- Press **Left** or **Right** to select the **same** audio path associated with the display that initiated or accepted the call.
- Press **Hold**.

To retrieve a call from Hold, do one of the following:

- Press the flashing line key or Float key.
- Press **Add Held** to conference into the held call.

To retrieve a call from Hold at another 5560 IPT, do one of the following:

- Press **Left** or **Right** to select the handset/headset you want to use
- Dial the appropriate feature access code and the number of the station that placed the call on Hold.
- Press the flashing line key.

Transfer

To Transfer an active call:

1. Press **Left** or **Right** to select the handset/headset you want to use.
2. Press **Trans/Conf**.
3. Dial the number of the third party.
4. Do one of the following:
    - To complete the transfer, press **Release**.
    - To announce the transfer, wait for an answer, consult, and then press **Release**.
    - To cancel the transfer, press **Cancel**.

To transfer an active call during headset operation:

5. Press **Left** or **Right** to select the handset/headset you want to use.
6. Press **Trans/Conf**.
7. Dial the number of the third party.

8. To complete the transfer, press **Release**.

Conference

To form a Conference when a two–party call is already in place, or to add another party to an existing Conference:

- Press **Left** or **Right** to select the **same** audio path associated with the display that initiated or accepted the call.

1. Press **Trans/Conf**.
2. Dial the number of the next party.
3. Wait for an answer.
4. Press **Trans/Conf**.

To leave a Conference:

1. Do one of the following:
   - Press **Release Me**.
   - Press **Release**.
   - Press **Cancel**.

Conference Split

To Split a Conference and speak privately with the original party:

- Press the **Split** softkey.

Add Held

To move a call on hold to another line appearance:

1. Press any available line appearance key.
2. Press **AddHeld**.
3. Press the flashing line key.

To add a call on Hold to an existing conversation or conference:

1. Press **AddHeld**.
2. Press the flashing line key.

Swap

To call another party when you are in an established two–party call:

1. Press **Left** or **Right** to select the handset/headset you want to use.
2. Press **Trans/Conf**.
3. Dial the number.

To alternate between the two parties:

- Press Trade Calls.

USING OTHER FEATURES

You can perform any of the following procedures on the left and right displays independently. Press the LEFT and RIGHT keys to choose where the audio path appears.

Account Codes

An account code is a series of digits that you assign to your calls, usually for accounting purposes. The code identifies the account in the call records that your system generates. A forced account code is usually entered from another extension, enabling you to use features or make calls that the extension otherwise could not. If you want this feature enabled on your 5560 IPT, ask your System Administrator.

To use Forced Account Codes:

1. Press **Left** or **Right** to select the handset/headset you want to use.
2. Dial the Account Code digits.
3. Press **#**.

To enter an Account Code during a call:

1. Press the key you have programmed as Verified Account Code or Non-verified Account Code.
2. Dial the Account Code digits.
3. Press **Save**.

Attendant Call Hold - Remote Retrieve

To retrieve a call placed on Hold by the attendant:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Dial the appropriate feature access code.
3. Dial the digits announced by the attendant.

Callback

The Callback feature allows you to be notified when a busy station becomes free or when a station has been used after a no-answer condition was encountered.

To request a Callback when you reach a busy or unanswered station:

1. Press **Call Me Back**.
2. Press the Release that corresponds to the side of the 5560 IPT you are using.

When the party is available, your 5560 IPT starts ringing, and the display shows the Callback ringing indicator with the calling party's phone number.

To answer a Callback:

- When the Callback notification appears (a Float key with calling party's name label), press the Float key to call the calling party OR press the flashing line key.

Call Park

The Call Park feature allows you to place a call in a special hold state. You, or someone else, can then retrieve the call from any extension in the system.

After parking the call, the system can automatically connect you to paging equipment so that you can announce the call to the requested party.

To park an active call:

1. Press **Left** or **Right** to select the handset/headset you want to use.
2. Do one of the following:
   - Press the key you have programmed as **Call Park**.
   - Press **Trans/Conf**, and then dial the appropriate feature access code. The display shows PARKED@, followed by the park destination and parking spot index (if applicable). Example: PARKED@ 1234 @ 02.
3. Dial the directory number on which to park the call (not required if the number is programmed to the **Call Park** feature key).
4. To inform a user that a parked call is waiting, do one of the following:
   - If automatic paging is enabled, announce the call and the park retrieve digits shown on the display.
   - If automatic paging is disabled, press the key you have programmed as **Page**, or dial the appropriate feature access code, followed by the Paging zone number (if required). Then, announce the call and the park retrieve digits shown on the display.

Note: Paging over a loudspeaker is not permitted in handsfree mode; you must use the handset or headset.

To retrieve a parked call:

1. Press **Left** or **Right** to select the handset/headset you want to use.
2. Do one of the following:
   - Dial the appropriate feature access code.
   - Press the key you have programmed as **Call Park - Retrieve** feature key
3. Dial the directory number on which the call is parked (not required if the number is programmed to the **Call Park** feature key).
4. If there are multiple calls parked on the number, dial the two-digit index number to retrieve a specific call, or # to retrieve the longest parked call.

Call Pickup

To answer a call that is ringing at another extension in your Pickup Group:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Press the key that you have programmed as **Pickup**.

To answer a call that is ringing at another extension not in your Pickup Group:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Dial the appropriate feature access code.
3. Dial the number of the ringing station.

Campon

When you get a busy tone, you can use the Campon feature to be notified when the busy party becomes available.

To Campon to a busy station:

- Press **I Will Wait**.

To retrieve a call when you hear the Campon tone:

- Use the **Trade Call** or **Call Swap** feature with the **Trans/Conf** hard key or a programmable line key.

Direct Paging

Direct Paging allows you to page a party through the party's handsfree speaker. If the paged party has Off-Hook Voice Announce enabled, the page will be heard even when the party is on a handset or headset call.

To page a party:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Press the key you have programmed as **Direct Paging** or dial the appropriate feature access code.
3. Dial the extension number.
4. Speak to the dialed party after the tone.

Do Not Disturb

When you enable Do Not Disturb, callers will get a busy tone, and an on-screen text message indicating that you do not wish to be disturbed. **Note**: Do Not Disturb only affects the prime line on the lowermost right-hand key of the left display.)

To activate or deactivate Do Not Disturb:

1. Press the **Menu** fixed function key.
2. In the Overview menu, press **Do Not Disturb**. The status line of the right side displays the Do Not Disturb icon when the feature is enabled. Do Not Disturb status is also displayed in the Overview menu beside the application name.

To activate Do Not Disturb for a remote extension:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Dial the appropriate feature access code.
3. Dial the number of the station to which Do Not Disturb is to apply.
4. Press **Release**.

To deactivate Do Not Disturb for a remote station:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Dial the appropriate feature access code.
3. Dial the number of the station with Do Not Disturb activated.
4. Press **Release**.

Emergency Calls

Warning for emergency number dialing: Consult your local authorities for Emergency Numbers and 911 or equivalent service availability in your area.

EMERGENCY CALLS WHEN EMERGENCY CALL ROUTING PROGRAMMED

Note: This procedure is applicable only when the 5560 IPT has been properly registered with the 3300 ICP.

To make an Emergency Call if Emergency Call Routing is programmed:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Dial your Local Emergency Number (911 or equivalent).

Group Paging / Meet Me Answer

Group Paging allows you to page a group of telephony devices through their built-in speakers. You can belong to as many as three paging groups with one group designated as your "prime" group.

When you need to respond to a Group Page but you don't know the identity or extension number of the paging party, use the Meet Me Answer feature. You have up to 15 minutes after receiving the page to use Meet Me Answer.

To make a Group Page:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Do one of the following:
   - Press the key you have programmed as **Direct Page**.
   - Dial the appropriate feature access code.
3. Do one of the following:
   - To page your prime page group, press **#**.
   - To page a specific page group, dial the page group directory number.
4. Speak to the dialed party after the tone.

To respond to a Group Page by using Meet Me Answer:

1. Press **Left** or **Right** to select the handset or headset you want to use.
2. Do one of the following:
   - Press the key you have programmed as **Meet Me Answer**.
   - Dial the appropriate feature access code.
3. Do one of the following:
   - To respond to a page from your prime page group, press **#**.
   - To respond to a page from a specific page group, dial the page group directory number.

Hot Desking

Hot Desking allows you to log into the telephone system from any 5560 IPT designated as a Hot Desk device. When you log in at the 5560 IPT using your assigned Hot Desk User Extension Number, the device assumes your speed dials, feature keys, call forwarding setup, and line appearances. Any changes you make to the 5560 IPT while you are logged in--for example, adding a speed dial--are saved to your personal profile. Logging in activates your profile on any 5560 IPT that supports Hot Desking. The Hot Desking feature can also be used as a general login/logout function to allowing you to effectively “lock” your device.

To access your voice mail when you are logged in as a hot desk user, you must log in to your voice mail.

Note: If a HotDesk user programs a Superkey while logged into another phone, the Superkey feature key may appear on the 5560 IPT display but is not functional.

To log into a Hot Desking 5560 IPT (the 5560 IPT must be idle):

1. Press the **Menu** fixed function key.
2. Press **Login**.
3. Press **Enter DN**.
4. Using the dial pad, enter your Hot Desk User Extension Number and then press **Enter PIN**.
5. Enter your PIN number and press **Login**. A message displays indicating that applications are being loaded. The 5560 IPT status line shows the Hot Desk icon while you are logged in.

To log out of Hot Desking 5560 IPT (the 5560 IPT must be idle):

1. Press the **Menu** fixed function key.
2. Press **Logout**.
3. Upon successful logout, the display reverts to the Phone applications and shows the original registration DN.

Note: Your profile can only be active on one 5560 IPT at a time. If you log in from another 5560 IPT without logging out from the first one, the system will automatically deactivate your profile on the first terminal.

Hot Desk - PIN Change

See *Change User PIN* on page 15.

Message

You can program a Message key that indicates when you have a message waiting and automatically connects you to your voice mail for retrieval. For key programming instructions, see *Program Feature Keys* on page 18.

To use the Message key:

- Press the key you have programmed as **Message** and follow the voice mail prompts to retrieve your messages.

Message Waiting Indicator

The Message Waiting Indicator (MWI) feature key allows you to be notified when messages have been left for another device. When programming the MWI feature key, you are prompted to enter the number of the device to monitor. For key programming instructions, see *Program Feature Keys* on page 18.

To use the MWI key:

- Press the programmed **MWI** key and follow the voice mail prompts to retrieve messages left for the programmed extension.

Override (Intrude)

When you dial a number whose owner has enabled the Make Busy feature, your 5560 IPT displays a message indicating that the called line is busy. You have the option to override this setting.

To use Override when you encounter a busy tone:

1. Press the key you have programmed as **Override**.
2. Wait for an answer.

Paging

To use Paging:

1. Press the key that you have programmed as **Direct Page**.
2. Dial the Paging zone number (if required).
3. Make the announcement.

Speak@Ease

The Mitel Speak@Ease feature enables access to the Mitel Speech Server, a speech recognition application that routes incoming calls based on spoken commands.

To dial a call using Speak@Ease:

1. Press the key you have programmed as **Speak@Ease**.
2. Speak the name of the person you want to call.

Speed Call

Speed Call is an application that allows you to program and dial specific phone numbers with one key press. For more information about programming Speed Call keys, see *Program Feature Keys Using the Settings Application* on page 18.

To make a Speed Call:

- Press the key that you have programmed as a **Speed Call** key for the number you want to call.

Tag Call

Tag Call allows you to signal that you are the victim of a threatening or malicious call. Using the tag, your System Administrator or telephone company can identify the source of the call and provide this information to appropriate personnel or authorities.

CAUTION: Tagging a non-malicious call may result in fines or other penalties.

To tag a malicious call:

1. Press **Left** or **Right** to select the handset/headset that received the call.
2. Do one of the following:
   - Press the programmed Tag Call key while the call is in progress. For information about programming keys, see *Programming Features On Your Keys* on page 17.
   - Press **Trans/Conf**.
3. Dial the appropriate feature access code.

If the call was successfully tagged, *Thank You* is shown on the corresponding display; otherwise, *Not Allowed* is displayed.

Note: Tag Call can be used on active two-party calls only. Calls on hold and conference calls cannot be tagged.

Trunk Flash

The Trunk Flash feature allows you to access Centrex features (if available) while you are talking on an outside call.

To flash a trunk while talking on an outside call:

1. Press the key you have programmed as **Single Flash** or **Double Flash**.
2. Wait for dial tone.
3. Dial the Centrex feature access code.

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